

With the complexity increase of enterprise solutions, the need to monitor and maintain them increases with it. SAP Concur offers various services and applications across different environments and data centers. For all these applications and the services underneath, there are different Application Performance Management (APM) tools in place for monitoring them. However, from an incident management point of view, in case of a problem it is time consuming and non-efficient to go through different tools in order to identify the issue. This thesis proposes a solution for a custom and centralized APM which gathers metrics and raw data from multiple sources and visualizes them in real-time in a unified health dashboard called Pulse. In order to fit this solution to the needs of service managers and product owners, Pulse will go through different phases of usability tests and after each phase, new requirements will be implemented and tested again until there is a final design that fits the needs of target users.